IDEXX VetConnect* and VetConnect* PLUS Online Services

User Guide

IDEXX LABORATORIES

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1 Introduction to VetConnect* online services

With IDEXX VetConnect* online services, your practice can save time and create a more efficient test-ordering work flow by generating IDEXX Reference Laboratories test requests electronically and viewing test results online.

VetConnect online services include vetconnect.com and VetConnect PLUS.

Using **vetconnect.com**, you can:

- View, print, email, and trend test results from anywhere, at anytime.
- View the most up-to-date list of IDEXX Reference Laboratories tests and test information.
- Create bar-coded test requisitions, with automatic error checking for improved accuracy.
- Eliminate misspelled client, patient, doctor, and staff names in test orders.

Using **VetConnect PLUS**, you can access all vetconnect.com features, **plus**:

- View IDEXX reference laboratory and IDEXX in-house diagnostic results side-by-side.
- View trending graphs with the click of a button.
- Quickly share results with referral practices, all online. This guide explains how to:
- Request a VetConnect account and set up VetConnect preferences.
- View and work with test results online using VetConnect* PLUS.

For more information, visit idexx..co.uk/vetconnectplus.

1.1 Business requirements

For you to use any of the VetConnect online services, your practice must have:

- Internet access
- An IDEXX Reference Laboratories account
- An IDEXX VetConnect account (see the next chapter)

1.2 System requirements for VetConnect

VetConnect requires a computer with one of the following:

- Firefox* 3 on Windows* XP or later
- Internet Explorer* 6, 7, or 8 on Windows XP (with service pack 2) or later

1.3 System requirements for VetConnect PLUS

VetConnect PLUS supports modern operating systems and has been tested to work on Windows XP and Windows 7.

Your computer must have one of the following browsers:

- Google Chrome*
- Internet Explorer 7 or later
- Firefox 10 or later
- Safari (for iOS5 or later)

To achieve the fastest response times and best display, IDEXX recommends you use a high-speed network or cable-modem connection and a monitor with at least 1024 x 768 resolution.

2 Setting up your VetConnect* services account

There are two ways to request a VetConnect* services account:

- Go to uk.vetconnect.com click the **Subscribe** tab, and submit the requested information.
- Contact VetConnect customer support:
  - Call 00800 1234 33 99 Option 1, Option 1, or email vetconnect-UK@idexx.com.

After setting up the account, IDEXX will email an administrator user name and password.

If you think your practice may already have a VetConnect account, but are not sure who the VetConnect administrator is at your practice, contact customer support, as described above.

Once you have a VetConnect account, you can view your IDEXX Reference Laboratories results by logging on to VetConnect anywhere, at any time.

2.1 Managing your practice's VetConnect account

One person at your practice will be designated as the VetConnect administrator. Only the VetConnect administrator can:

- Add or remove members from your VetConnect account, reset member passwords, and update member information.
- Update practice information.
- Set VetConnect practice preferences.

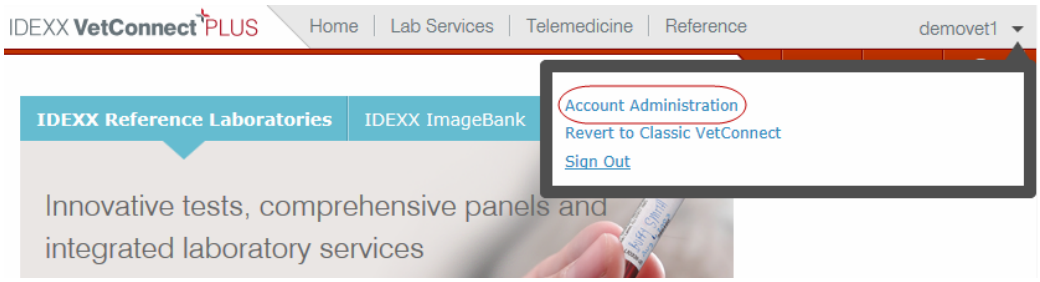
2.2 Adding staff members

Every staff member whose name will be on electronic requisitions must be a member of the VetConnect account. IDEXX recommends that all staff members be added to your account.

Note: Be sure to update the VetConnect account whenever employees join or leave your staff.

To add members:

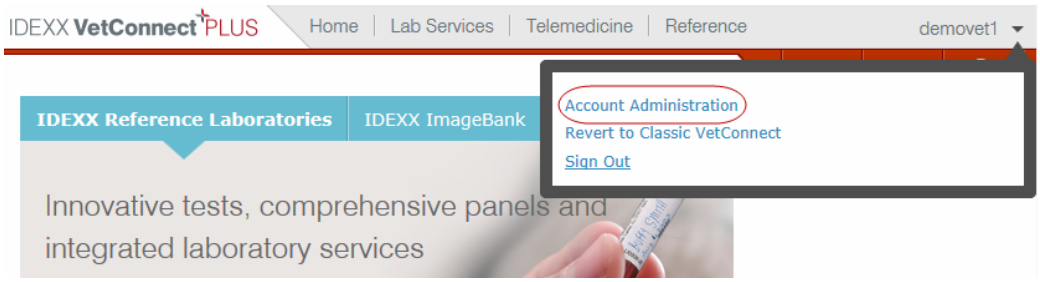
1. Log on to vetconnectplus.co.uk using the VetConnect administrator user name and password.
2. In **VetConnect PLUS**, select the **Account Administration** link from the drop-down menu, and then click the **Practice Administration** link at the top of the next page.



3. In the Practice Members area, click **Add New Member**.
4. In the New Account information area, fill in the required fields (marked with asterisks), and click **Create**.
5. In the Permissions area, select the permissions for this member. Options include:
    - View Lab Reports: User can view all laboratory result reports for your practice.
    - Order Tests/Consult: User can request additional testing and internal medicine consultations through vetconnect.co.uk.
    - Administer Practice: User can edit practice information and add or delete account members.
6. Click **Save**.

2.3 Setting up practice preferences

1. Log on to vetconnectplus.co.uk, using the VetConnect administrator user name and password.
2. In **VetConnect PLUS**, select the **Account Administration** link from the drop-down menu.



3. Click the **Practice Administration** link at the top of the next page.
4. To receive results by email, select **Email Results** in the Preferences area (below Practice Members), and then select the email options. (Make sure that a valid email address has been entered in the Practice Administration area.)

   You can specify these email options:

   - Receive results within the body of the email
   - Receive a PDF attachment of results for easy sharing and printing
   - Specify the email format (text or HTML)
   - Customise the subject line for easy sorting
   - Choose to receive final and partial results, or final results only

5. In the **Preferences** section, select the result display options.

   You can include the following information on your VetConnect results, in addition to standard result data:

   - Client first and last name
   - Test codes
   - Patient ID

6. Click **Save**.

2.4 Importing all patient information at once

Before you can order tests for a patient, the patient record must be in the VetConnect database. If your practice is new to VetConnect services, the fastest way to add patients is to use the patient importer to upload all your patient information at once.

- To use the patient importer, you must have VetConnect administrator privileges.
- You'll have a chance to review all patient information before the import is finalized, and you can cancel at any time.
- After records are in VetConnect, they cannot be removed, but they can be deactivated.
- After you've imported your current patient information, you'll add new clients and patients individually using the Add New Patient link within VetConnect.

There are two steps to importing patient information:

1. Create a patient file for import.
2. Use the VetConnect patient importer tool to match the data in your file to the fields in the VetConnect database, verify the records, and then upload the data.

Each step is explained below.

2.4.1 Create a patient file for import

Use your practice management system or patient database to create a file containing the information below for each patient. Valid file formats are .csv, .xml, or .dbf.

Required information:

client first name
client last name
patient name
patient ID patient
species patient
gender
patient date of birth OR patient age

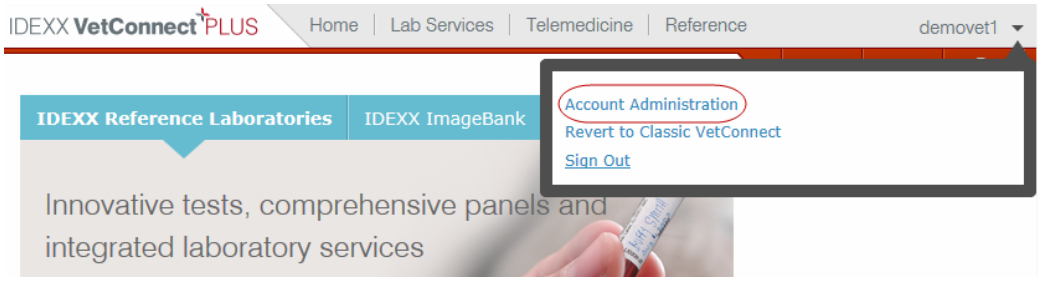
The file can also include this optional information:

patient breed
client ID
staff pet flag

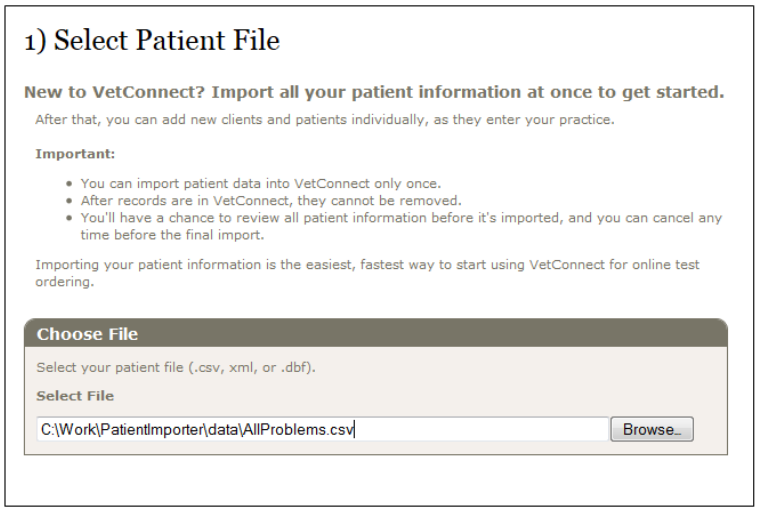
Any other information in the file will not be imported.

2.4.2 Use the VetConnect patient importer

1. Log on to VetConnect PLUS using your VetConnect administrator user name and password.
2. Select the **Account Administration** link from the drop-down menu.

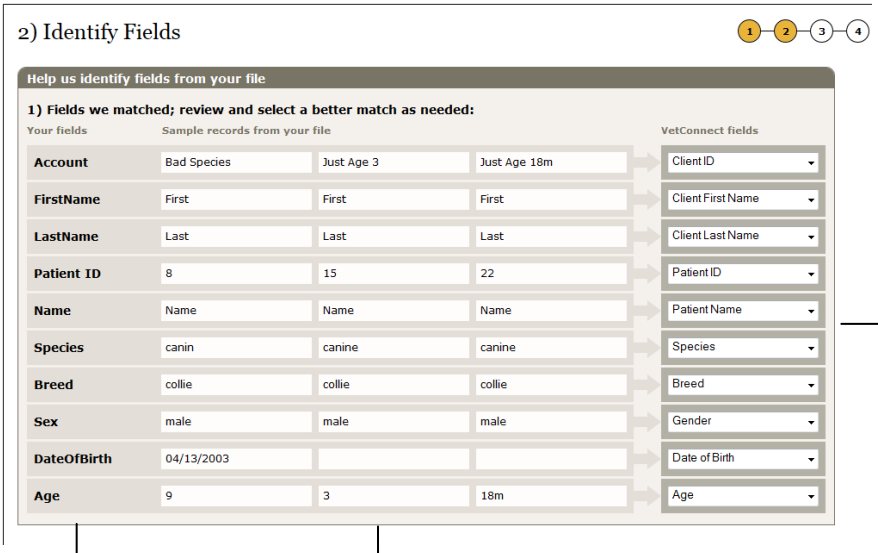


3. Click the **Practice Administration** link at the top of the next page.
4. Click the **Import Patients** link to start the patient importer tool. The Select Patient File page opens.


1) Select Patient File
New to VetConnect? Import all your patient information at once to get started.
After that, you can add new clients and patients individually, as they enter your practice.
Important:
You can import patient data into VetConnect only once.
After records are in VetConnect, they cannot be removed.
You'll have a chance to review all patient information before it's imported, and you can cancel any time before the final import.
Importing your patient information is the easiest, fastest way to start using VetConnect for online test ordering.
Choose File
Select your patient file (.csv, xml, or .dbf).
Select File
C:\Work\PatientImporter\data\AllProblems.csv
Browse...

5. In the Choose File box, click **Browse** and then find and select the patient file you previously created; click **Next**.

The patient importer reviews the data in your file, identifies the fields, and then determines how the information should be stored in VetConnect. Results are displayed for review.


2) Identify Fields
1 2 3 4
Help us identify fields from your file
1) Fields we matched; review and select a better match as needed:
Your fields
Sample records from your file
VetConnect fields
Account Bad Species Just Age 3 Just Age 18m Client ID
FirstName First First First Client First Name
LastName Last Last Last Client Last Name
Patient ID 8 15 22 Patient ID
Name Name Name Name Patient Name
Species canin canine canine Species
Breed collie collie collie Breed
Sex male male male Gender
DateOfBirth 04/13/2003 Date of Birth
Age 9 3 18m Age

Fields where the data will be stored in VetConnect

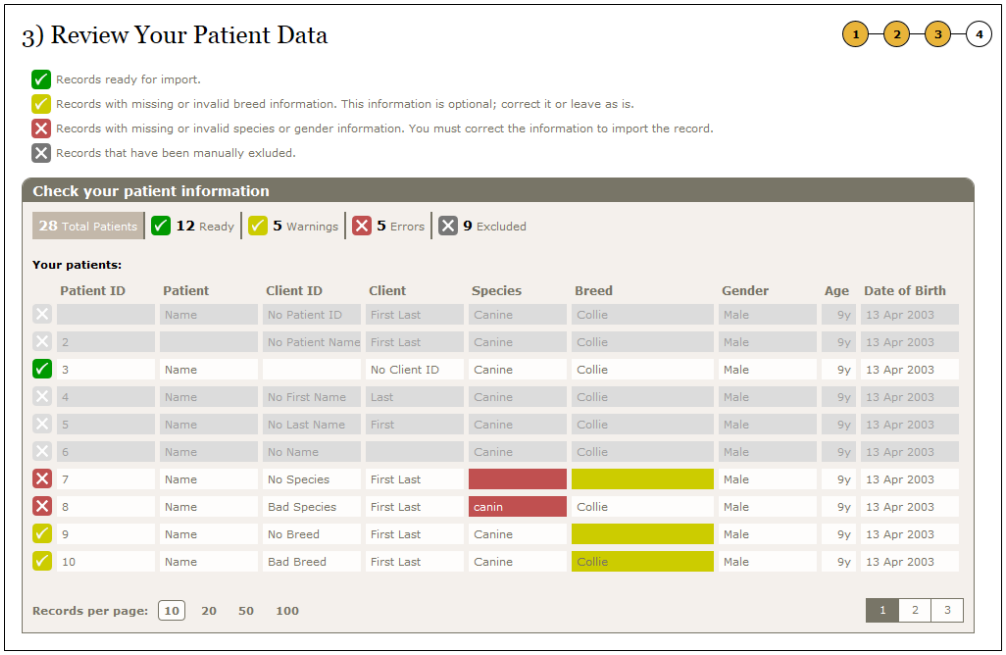
Fields identified in your patient file

Three sample records from your file

6. Make sure that the data from your file will be stored in appropriate VetConnect fields. Select different VetConnect fields, if needed.

7. When you are confident that the data will be stored in appropriate VetConnect fields, click **Next**.

   All the records from your patient file are now displayed for review. Highlighted cells indicate missing or invalid data.


3) Review Your Patient Data
1 2 3 4
Records ready for import.
Records with missing or invalid breed information. This information is optional; correct it or leave as is.
Records with missing or invalid species or gender information. You must correct the information to import the record.
Records that have been manually exluded.
Check your patient information
28 Total Patients
12 Ready
5 Warnings
5 Errors
9 Excluded
Your patients:
Patient ID | Patient | Client ID | Client | Species | Breed | Gender | Age | Date of Birth
Records per page: 10 20 50 100
1 2 3

8. Click a highlighted cell to see options for correcting the data. To exclude a record from import, click the X at the beginning of a row.
9. When ready, click **Import Patients** to begin the import.

   When the import is finished, a confirmation window displays the results.

4) Import Confirmation
✓ Your import was successful!
14 patients were imported.
14 patients were not imported.
0 records failed.
Download list of patients that were not imported

10. To review any records that could not be imported, click "Download list of patients that were not imported."
11. Click **Done**.

3 Using VetConnect* PLUS to view test results

Using VetConnect * PLUS, you can view all of your patients' results for IDEXX in-house and reference laboratory tests anywhere you have Internet access. You can easily view, trend, email, and print results to share with your clients.

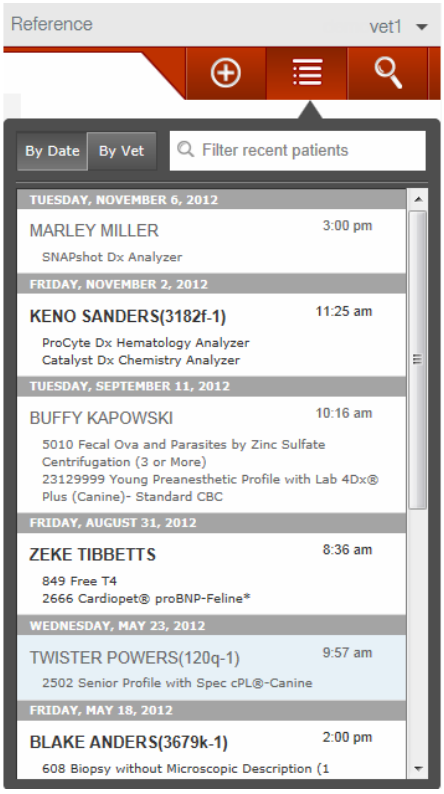
3.1 Viewing test results

To view recent results:

1. On the VetConnect PLUS home page, you'll see the last seven days of test results in the recent result box.

   You can easily filter this list by date or submitting doctor. You can also search the list for a specific patient.

2. Click a patient name to open the result report.



To search all test results:

1. On the VetConnect PLUS home page, click the magnifying glass icon to search for patients associated with your practice's account.

2. In the list of returned results, click a requisition number to open the result report.

3.2 Trending and graphing test results

VetConnect PLUS automatically trends patients' historical results. Interactive graphs make clinically relevant changes in your patients' normal ranges easier for clients to understand.

To trend and graph test results:

1. On the VetConnect PLUS home page, search for the patient's test results you want to trend and graph.

2. In the results, click each analyte you want to trend.

	11/6/12 @ 3:00 pm		Catalyst Dx Chemistry Analyzer Show Details	5/6/12 2:54 pm	11/6/10
Glucose	95	74 - 143 mg/dL		88	124
BUN	16	7 - 27 mg/dL		28	16
Creatinine	0.9	0.5 - 1.8 mg/dL		1.6	1.4
BUN / Creatinine Ratio	18			17	15.0
Phosphorus	2.4	2.5 - 6.8 mg/dL		3.1	3.8
Calcium	12.8	7.9 - 12.0 mg/dL		11.9	8.9

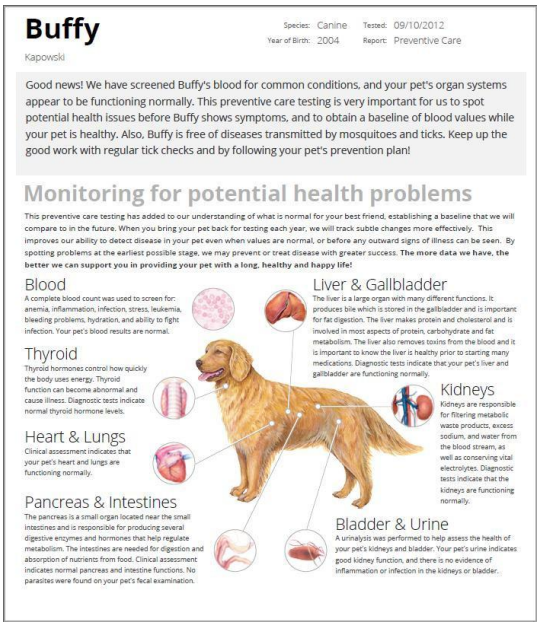
3. Click **Trending**. The graphs are displayed on the right side of the screen. Click a graph to enlarge it.

3.3 Printing test results

To print test results:

1. Click the result that you want to print.
2. Click at the top of the page to generate a PDF file of the result report.
3. Print or save the PDF file.

3.4 Producing client-friendly diagnostic summaries


Buffy
Species: Canine
Tested: 09/10/2012
Year of Birth: 2004
Report: Preventive Care
Kapowski
Good news! We have screened Buffy's blood for common conditions, and your pet's organ systems appear to be functioning normally. This preventive care testing is very important for us to spot potential health issues before Buffy shows symptoms, and to obtain a baseline of blood values while your pet is healthy. Also, Buffy is free of diseases transmitted by mosquitoes and ticks. Keep up the good work with regular tick checks and by following your pet's prevention plan!
Monitoring for potential health problems
Blood
Liver & Gallbladder
Thyroid
Kidneys
Heart & Lungs
Pancreas & Intestines
Bladder & Urine

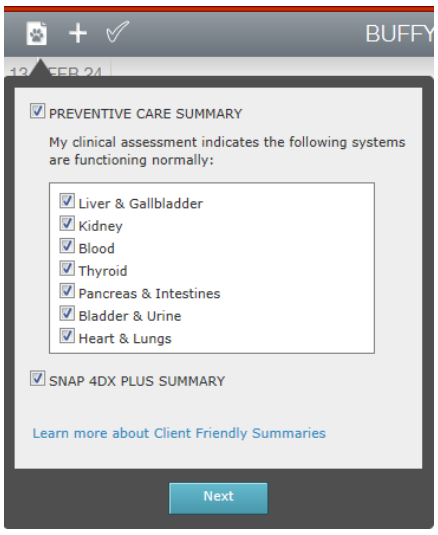
Send these attractive, informative reports home with your clients to illustrate the value of the preventive diagnostics you provided for their healthy cat or dog.

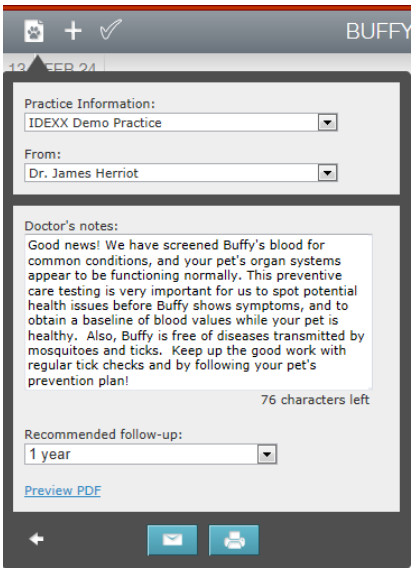
Choose the health monitoring summary or the SNAP* 4Dx* PLUS Test summary or both.

Each summary can be customized with patient information and your own observations.

To produce a client-friendly summary:

1. Display the patient record in VetConnect PLUS, and then click .
2. Choose the summary you want, and select the content. Then click **Next**, and enter your own information to personalize the report.




BUFFY
Practice Information:
IDEXX Demo Practice
From:
Dr. James Herriot
Doctor's notes:
Good news! We have screened Buffy's blood for common conditions, and your pet's organ systems appear to be functioning normally. This preventive care testing is very important for us to spot potential health issues before Buffy shows symptoms, and to obtain a baseline of blood values while your pet is healthy. Also, Buffy is free of diseases transmitted by mosquitoes and ticks. Keep up the good work with regular tick checks and by following your pet's prevention plan!
76 characters left
Recommended follow-up:
1 year
Preview PDF

3. Click **Preview PDF** to review before sharing.
4. When ready:

   Email the report.

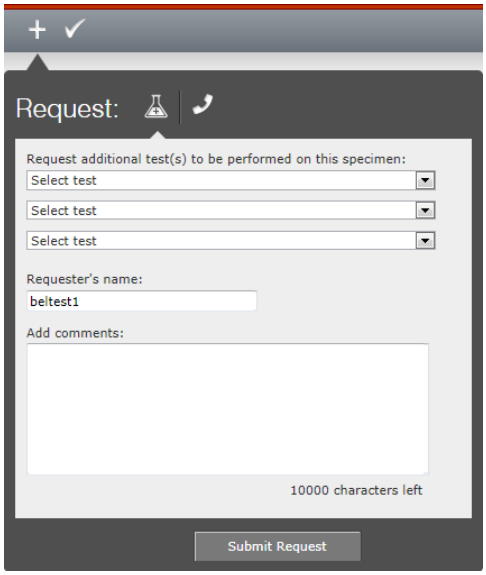
   Print or save the report as a PDF file.

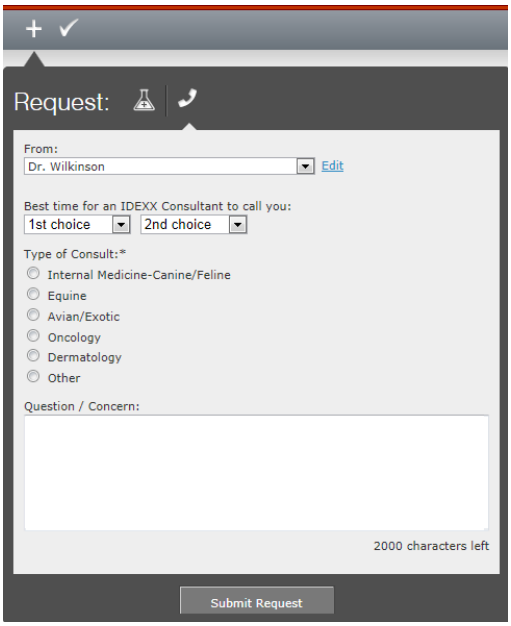
3.5 Requesting additional tests or consultations

You can request additional tests for a specimen already at the reference laboratory; you can also request a consultation with an IDEXX board-certified internal medicine consultant.

To request additional tests or consultations:

1. Open a test result in VetConnect PLUS.
2. Click at the top of the page to display the Request box.
3. Click to order tests or click to request a consultation:
4. Provide the requested information and click **Submit Request**.





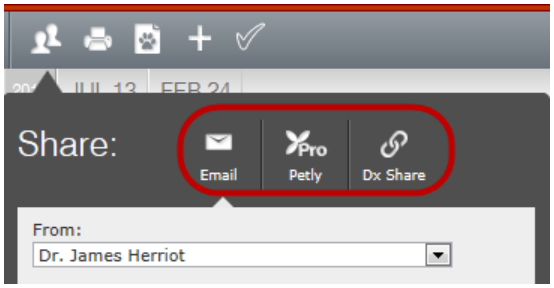
3.6 Sharing test results with others

You can share test results with clients or other hospitals with the click of a button. Results can be shared three ways:

- Email: Send a PDF file of the current test report.
- Diagnostic Sharing: Share test results with another VetConnect PLUS practice.

To share results:

1. Open the patient's record in VetConnect PLUS, and display the test result you want to share.
2. Click , and then click the sharing method (Email, or Dx Share).



3. Provide the requested information, and then click **Send** (or **Share**).

   VetConnect PLUS automatically generates a PDF of the current test report and sends it to the recipient.

   If you selected DxShare, the recipient receives an email invitation to accept the shared information. Learn more below.

3.6.1 Use Diagnostic Sharing to share results with another hospital

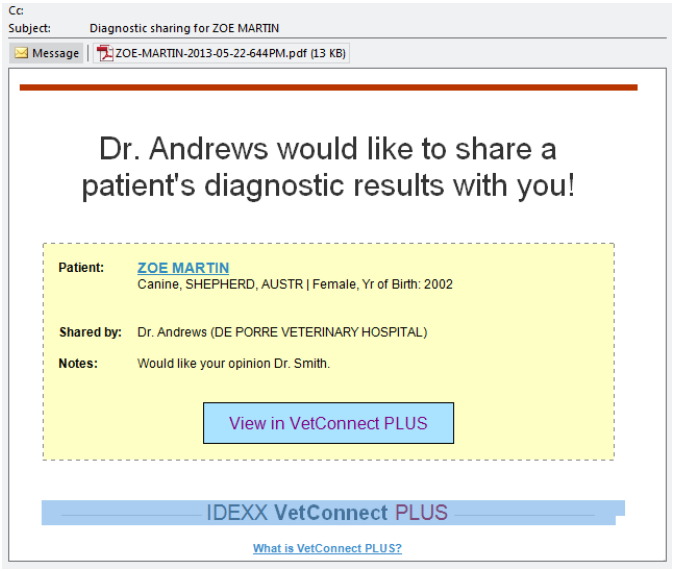
Using Diagnostic Sharing to share results with another VetConnect PLUS practice allows **both** hospitals see the same consolidated patient history within VetConnect PLUS.

- **Referring hospital**—Share your patient's complete VetConnect PLUS record with a specialty hospital without copying, faxing, or emailing. You'll also see the specialty hospital's test results in VetConnect PLUS, as soon as they're available.
- **Specialty hospital**—Get immediate access to the incoming patient's consolidated history for a better diagnostic picture. Support client hospitals by sharing your test results immediately.

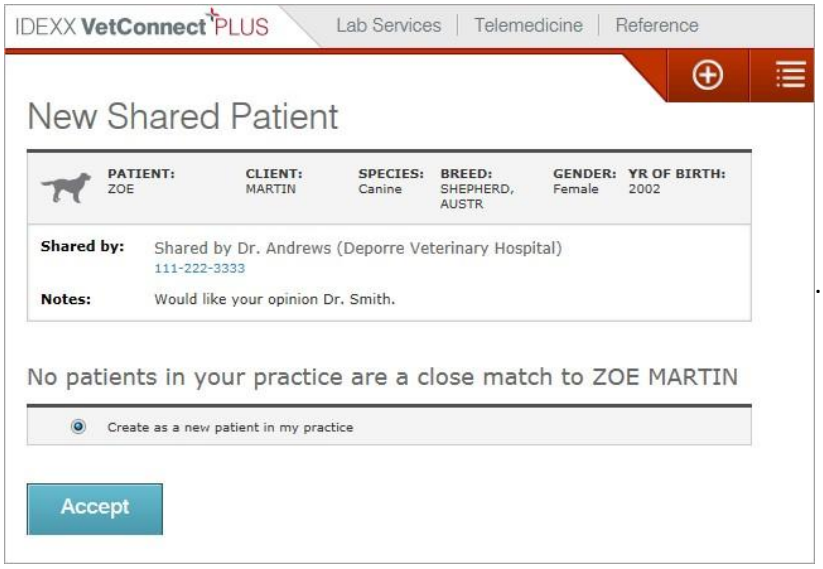
Here's an example:

Practice A plans to refer patient "Zoe" to Practice B. Because both hospitals use VetConnect PLUS, Practice A uses Diagnostic Sharing to share Zoe's IDEXX test results:

1. Practice A displays Zoe's test results in VetConnect PLUS and sends the Dx Share request (see steps above).
2. Practice B receives the email invitation, and clicks **View in VetConnect PLUS**.


Cc:
Subject: Diagnostic sharing for ZOE MARTIN
Message
ZOE-MARTIN-2013-05-22-644PM.pdf (13 KB)
Dr. Andrews would like to share a patient's diagnostic results with you!
Patient: ZOE MARTIN
Canine, SHEPHERD, AUSTR | Female, Yr of Birth: 2002
Shared by: Dr. Andrews (DE PORRE VETERINARY HOSPITAL)
Notes: Would like your opinion Dr. Smith.
View in VetConnect PLUS
IDEXX VetConnect PLUS
What is VetConnect PLUS?

3. When the VetConnect PLUS logon page opens, practice B logs on and sees the “New Shared Patient” page.

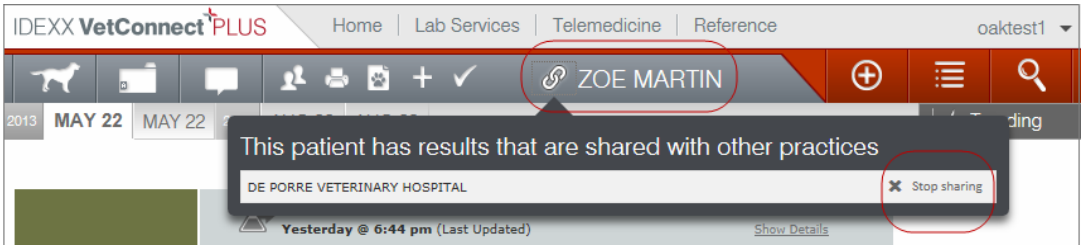


The page contains information about Zoe and lists any records at Practice B that might be a match. In this case there were no matches.

4. Practice B clicks **Accept**.

Now Zoe’s VetConnect PLUS records are visible to **both** practices in VetConnect PLUS. The link icon next to Zoe’s name indicates that the data is shared.

Clicking the link icon displays the name of the sharing practice, and an option to stop sharing.



5. Either practice can stop the sharing relationship, just by clicking “X Stop sharing.” Results already shared will remain visible, but new results will not be shared.

3.7 To learn more about VetConnect and VetConnect PLUS

Get up to speed quickly with these tutorials and short videos from the IDEXX Learning Center:

- Introduction to VetConnect for Users of IDEXX Reference Laboratories (8 min)
- What Is VetConnect PLUS? (4 min)
- Finding Recent Results and Searching for Patients (2 min)
- Trending Patient Results (2 min)
- Managing Patient Diagnostic History within VetConnect PLUS (2 min)
- Client-friendly Summary (2 min)
- Sharing Diagnostics with Other Practices (2 min)